

SIDE LETTER—SENIOR CITIZEN DISCOUNT & EDUCATION CONNECTIONS PROGRAM(S)

October 31, 2012

Stow Board of Selectmen
380 Great Road
Stow, MA 01775

Dear Members of the Board:

The purpose of this letter is to outline the Senior Citizen Discount that Comcast will be offering eligible Stow resident subscribers upon the Effective Date of the Renewal License and the continuation of the Education Connections Program to Stow schools and libraries. Comcast's decision to offer a Senior Citizens Discount and continuation of the Education Connections program is voluntary.

SENIOR CITIZEN DISCOUNT PROGRAM:

Although Comcast offers a level of Basic Service that it feels is affordable, it is pleased to be able to provide a discount to qualified Senior Citizens in the Town of Stow. To that end, Comcast will offer a discount of \$2.00 off its monthly Standard Service rate or that Digital Level of Service which most closely resembles the Standard Service as of the rate card in effect as of the date of execution of the Renewal License. Said discount will be provided to those subscribers aged sixty-five (65) or older, who are Heads of Household and are income eligible as hereinafter required. The subscriber must provide proof of his/her eligibility for the discount according to the following requirements:

1. PROOF OF AGE 65 OR OVER:

Acceptable documentation would include any of the following:

- a) Driver's License;
- b) Birth Certificate;
- c) Passport; or
- d) Lease.

2. HEAD OF HOUSEHOLD:

Acceptable documentation in the customer's name would include any one of the following:

- a) Lease;

- b) Deed;
- c) Tax bill; or
- d) Cable bill if current customer.

3. INCOME ELIGIBILITY:

Acceptable documentation would include proof of receipt of any one of the following from Federal, State or Municipal aid:

- a) Supplemental Security Income (SSI);
- b) Medicaid or Mass Health;
- c) Massachusetts Fuel Assistance; or
- d) Property Tax Elderly Asset/Income Abatement Relief under M.G.L. Chapter 59, Section 5.

Since the purpose of the Senior Citizen Discount is to provide assistance to those eligible seniors are in real financial need of the discount, Comcast has developed the criteria listed above that will provide the “needs-based” discount, but will be easy for seniors to obtain.

Notwithstanding the above requirements, those subscribers who are currently enrolled in the Senior Discount program shall not be asked to qualify for the new discount and will retain their existing discount unless their cable service is disconnected at their current address. Disconnects made in error will not be used to disqualify Senior Discount subscribers.

Education Connections Program

Our current Education Connections Program provides that in every community where Comcast offers high-speed Internet service, K-12 public schools, libraries and qualifying private schools will receive free residential Internet service. Comcast plans to continue to offer these opportunities to the Stow schools and libraries.

If you have any questions about the above, please do not hesitate to contact me.

Sincerely,

Timothy Kelly
Sr. Manager of Government & Regulatory Affairs
Comcast

Cc: Robert H. Carr, Jr., Director of Government Affairs, Comcast